



## Critical Incident Report August 2011 to July 2012

### Breakdown of Incident Reports By Type – August 2011 to July 2012

			10/11	11/12
<b>Aggression by Client</b>	Community Housing	Orchard House	11	17
		16 <sup>th</sup> Avenue	0	0
		Purcell Place	2	0
	Supported Living	25 <sup>th</sup> Avenue	2	44
		8 <sup>th</sup> Ave #4	2	0
	Community Integration	7 <sup>th</sup> Ave Day Prog	1	3
	Personal Supports	HJ	0	3
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Total			18	67
<b>Client Injury (Fall)</b>	Community Housing	Purcell Place	8	12
		25 <sup>th</sup> Avenue	3	5
		Orchard House	1	3
		16 <sup>th</sup> Avenue	4	6
		Orchard Apt	1	0
	Supported Living	Scott St/8 <sup>th</sup> Ave #4	2	1
		Hillside Apt	1	0
	Community Integration	8 <sup>th</sup> Ave Day Program	2	1
		7 <sup>th</sup> Ave Day Program	2	0
	Personal Supports	HJ	1	0
	Therapeutic Riding Program		4	0
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Total			29	28
<b>Client Injury (Other)</b>	Community Housing	Orchard House	0	1
		Purcell Place	2	5
		25 <sup>th</sup> Avenue	0	1
		Orchard Apt	0	0
		16 <sup>th</sup> Avenue	1	1
	Community Integration	8 <sup>th</sup> Ave Day Program	4	6
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Total			7	14

			10/11	11/12
<b>Client Illness</b>	Community Housing	25 <sup>th</sup> Avenue	7	12
		Purcell	4	0
		16 <sup>th</sup> Avenue	2	0
		Orchard House	0	6
		Orchard Apt	2	0
	<u>Supported Living</u>	<u>8<sup>th</sup> Ave #4</u>	<u>5</u>	<u>1</u>
	Total		20	19
<b>Medication Errors</b>	Community Housing	Orchard House	9	4
		Purcell Place	2	7
		25 <sup>th</sup> Avenue	19	16
	Supported Living	Orchard Apt	0	1
		8 <sup>th</sup> Ave #4	23	25
		Hillside	1	0
		<u>8<sup>th</sup> Avenue</u>	<u>3</u>	<u>0</u>
Total		57	53	
<i>(Medication Error Reports were forwarded to the Medication Safety Committee)</i>				
<b>Staff/Volunteer Injury</b>	Community Housing	Orchard House	1	6
		25 <sup>th</sup> Avenue	5	0
		Purcell Place	1	1
	Supported Living	8 <sup>th</sup> Ave #4	1	1
		16 <sup>th</sup> Ave	0	1
	Community Integration	8 <sup>th</sup> Ave Day Program	4	1
		<u>7<sup>th</sup> Ave Day Program</u>	<u>0</u>	<u>3</u>
Total		12	13	
<b>Vehicle Accident</b>	<u>Community Integration</u>	<u>8<sup>th</sup> Ave Day Program</u>	<u>1</u>	<u>1</u>
	Total		1	0
<b>Other</b> (Inappropriate/Sexual Behavior - Victim)		16 <sup>th</sup> Avenue	0	0
	(Theft/Attempted Theft – by clients)	8 <sup>th</sup> Ave #4	5	2
	(Vandalism - by clients)	8 <sup>th</sup> Ave #4	0	1
	(Petty Cash Missing)	8 <sup>th</sup> Ave #4	1	0
	(Choking on food – Client)	8 <sup>th</sup> Ave #4	1	0
	(Choking on food – Client)	25 <sup>th</sup> Avenue	1	0
	(Choking on food – Client)	Purcell Place	0	1
	(Missing Person – Client)	Orchard House	1	0



(Unusual Behavior – Client)	Scott St/8 <sup>th</sup> Ave #4	3	1
(Suspected Abuse)	8 <sup>th</sup> Ave Day Prog	1	0
(Outside Situation)	25 <sup>th</sup> Avenue	1	0
(Neighbor Misconduct)	25 <sup>th</sup> Avenue	0	1
(Broken Glasses – Staff)	Orchard House	0	1
(Possible Intruder)	Office	0	1

All Incident Reports are reviewed and signed by the appropriate Coordinator and the Executive Director. Serious Incidents (reportable) are reported to the Community Living BC Analyst and the Community Care and Licensing Officer (for Licensed facilities). Copies of Reportable Incident Reports and all Medication Errors are sent to the Consulting Health Services for Community Living (HSCL) Nurse.

All incidents involving injury or potential injury to staff and/or clients are reviewed by the Safety and Health Committee at monthly meetings. Recommendations are made to Coordinators as deemed necessary and discussed at Leadership Team meetings where needed.

All incidents at the Therapeutic Riding Program are reviewed by the Riding Programs Steering Committee on a regular basis (at least three times per year). Recommendations are made to the Program Director and Instructors and/or Executive Director.

Incidents involving Medication Errors are forwarded to the Medication Safety Committee for review twice per year.

## **Trends and Recommendations**

*See breakdown of Incident Reports attached.*

### 1) Aggression from Clients

- Overall reported incidents of aggression have increased by 373% from last year.
- The majority of incidents involved one individual at 25<sup>th</sup> Avenue after she moved there and mainly occurred in July. She was continually aggressive to clients and staff hitting them at every opportunity. Extra staffing and procedures for reducing the risk were put in place. This individual is deemed to be inappropriately placed and the plan is for her to move into a Shared Living situation in the near future. None of these incidents resulted in serious injury to staff or other clients although there were some scratches.
- There was a slight increase in incidents of Aggression in Orchard House due to two clients who had several incidents of aggression. One individual was sent to the Provincial Assessment Centre (PAC) for three months. The other client spent some time at a facility in Kamloops and is now receiving ECT to reduce her aggressive tendencies, which has had a positive impact. It has also been determined that the layout of Orchard House is not conducive to dealing with clients with aggression tendencies and the house will need to be renovated to better provide support to individuals with both developmental disabilities and mental illness.

#### ***Recommendation:***

1. *To ensure protocols are in place for individuals with aggressive tendencies and that they are reviewed and updated regularly.* *Coordinator/Ex Dir*
2. *To follow the recommendations for the individual at the PAC when she returns home.* *CLBC/Coordinator/Ex Dir*

### 2) Client Injuries

Total client injuries have increased by 20% from the previous year. There was a slight increase at Purcell Place and 25<sup>th</sup> Ave due to aging clients with mobility concerns. There were six falls for a person at 16<sup>th</sup> Avenue due to him being in a wheelchair in a home that is not wheelchair accessible and not staffed 24-hours. He moved to 25<sup>th</sup> Avenue during the year. None of the client injuries were from external hazards.

#### ***No Recommendations***



### 3) Medication Errors

Medication errors have decreased by 7%. The number of medication errors in most areas decreased or stayed the same as the previous year; except Purcell Place, which had 7 incidents. Incidents at #4 8<sup>th</sup> Avenue remain high – a number of these were medications that were given but not signed for. Most of the incidents were not of a serious nature. The HSCL nurse delivered refresher medication delivery training for all staff in the fall/winter. We have seen an increase in errors in the last three months.

***Recommendation: To continue to remind staff to follow proper procedures and documentation and to provide refresher training for all staff on medication delivery within the next year.***

### 4) Client Illness

This category includes seizures. The total number of incident reports involving client illness has remained much the same. It is noted that client illness has decreased significantly in Purcell Place while increasing at Orchard House. The clients there are exhibiting signs of increased health issues due to aging. They are being monitored and treated by their physician, the HSCL nurse and staff.

***No Recommendations***

### 4) Staff/Volunteer Injuries

The total number of staff injuries has remained much the same as last year, with increases mainly at Orchard House and no incidents at 25<sup>th</sup> Avenue. Four injuries resulted in WCB claims of various lengths – three employees are back to work. The types of injuries include from tripping on stairs, insect bite, soft tissue damage and minor cuts. Two injuries were as a result of client aggression.

***No Recommendations***